

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) MINUTES**

Type of Meeting	Service Area 1 Quality Improvement Council	Date	March 4, 2014
Place	1529 E. Palmdale Blvd., Palmdale, CA 93550	Start Time:	2:00 p.m.
Chairperson:	Debi Berzon-Leitelt, LCSW, MPA	End Time:	3:30 p.m.
Co-Chair Person:	Barbara Paradise, LMFT		
Recorder:	Debi Berzon-Leitelt		
Members Present:	Allen Pouravanes; Barbara Paradise; Catherine Houghton; Cindi Geddes; Dana Adoptante; Debi Berzon-Leitelt; Douglas Corrigan; Jolene Eccles; Jaclyn Sagun; Karen Ferguson; Lauren Cheung; Lauren Dodge; Levana Adato; Michelle Bee; Mary Crosby; Saul Zepeda; Shelvey Tajii; Stephanie Loya; Trinh Phan; Trisha Rich-Thurm; Vandana Joshi;		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order at 2:00 p.m.	Introductions were made.	D. Berzon-Leitelt
Minutes (link)	No review of prior minutes - Last QIC was November 2013	Ongoing	D. Berzon-Leitelt
Martin Hernandez	DMH Patient's Right Office (PRO)	Reschedule	D. Berzon-Leitelt
Mary Crosby (QI)	Test Call Results 2013 – outcomes better than last year; lacking people did not fill out forms correctly; this year the results were good;	Will be posted on PSB	N/A
DMH Quality Improvement (QI)	How to request "Informing Materials" Carol Lewis - (213) 738-2524 Los Angeles County Network of Care http://losangeles.networkofcare.org/mh/		D. Berzon-Leitelt
Vandana Joshi (QI)	DMH Program Support Bureau / QI and Data/GIS Unit MHSIP survey results from 2012 and Trend Maps; 2013 will be available in a month and a half; explained how consumer satisfaction surveys are set-up with seven domains; social connectedness, timeliness, cultural competency, etc.; Maps are result of seven questions response rate; explained EQRO review and sessions; QI, IBHIS; Training for SRTS; Test calls report is almost done-four years of trending data- results will be online http://psbqi.dmh.lacounty.gov To update your information in the Provider Directory you can either email or go to the Network of Care website. Providerdirectory@dmh.lacounty.gov http://losangeles.networkofcare.org/mh/	Mary Crosby : PRO will be making surprise visits to agencies, so be sure to have informing materials available	D. Berzon-Leitelt

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DMH Quality Improvement (QA)	<p>Suggested to QIC members to download a copy to Title IX regulations; Informed QIC about going and exploring the California Mental Health Directors Association to look at reports http://www.cmhda.org/go/</p> <p>Policy 104.09 Still not out; Documentation Policy still is not available; Everybody should have a written QA Process. Informed QIC that will be in the new policy and requested to have a copy of the policy</p>	Allen P-Informed QIC that now QA activities are getting a bit more difficult and that the	N/A
DMH Quality Improvement (QA)	<p>Assessments; Reassessments; no more short assessments except for the UCC and PMRT; only assessment that is not changing is the ICARE except for who is training to do the assessment</p> <p>Referred to notes for disallowances from state audits; discussed update for Provider's Manual; cannot claim for discharge planning when client is in an IMD (rescinded bulletin)</p> <p>Program Review/Certification; Removing a service function from your agency-If you do not have the appropriate discipline employed at your agency to perform the service function, then you must remove it. It has to be deleted from your Legal Entity. When it is available then you have to go through the process to have it put back on.</p> <p>Included notes from day treatment training.</p> <p>Informed about new posters</p>		D. Berzon-Leitelt
DMH Quality Improvement (QI)	<p>DMH Practice Parameters – POLICY NO. 202.35 COMPLIANCE WITH DEPARTMENT OF MENTAL HEALTH PRACTICE PARAMETERS</p> <p>Cultural Competency – Launching LGBTQ Subcommittee; CCC meets 2nd Wed. every month 1:30pm-3:30pm, DMH Headquarters, 550 Vermont, 10th Fl. Conference Room, Los Angeles, 90028</p> <p>Change of Provider Requests – REQUEST FOR CHANGE OF PROVIDER; POLICY NO. 200.02</p>		N/A

Barbara Paradise, LMFT
SA – 1 QIC Co-chair

Submitted: *Debi Berzon-Leitelt, LCSW, MPA*
Debi Berzon-Leitelt, LCSW, MPA
SA – 1 QIC Chair